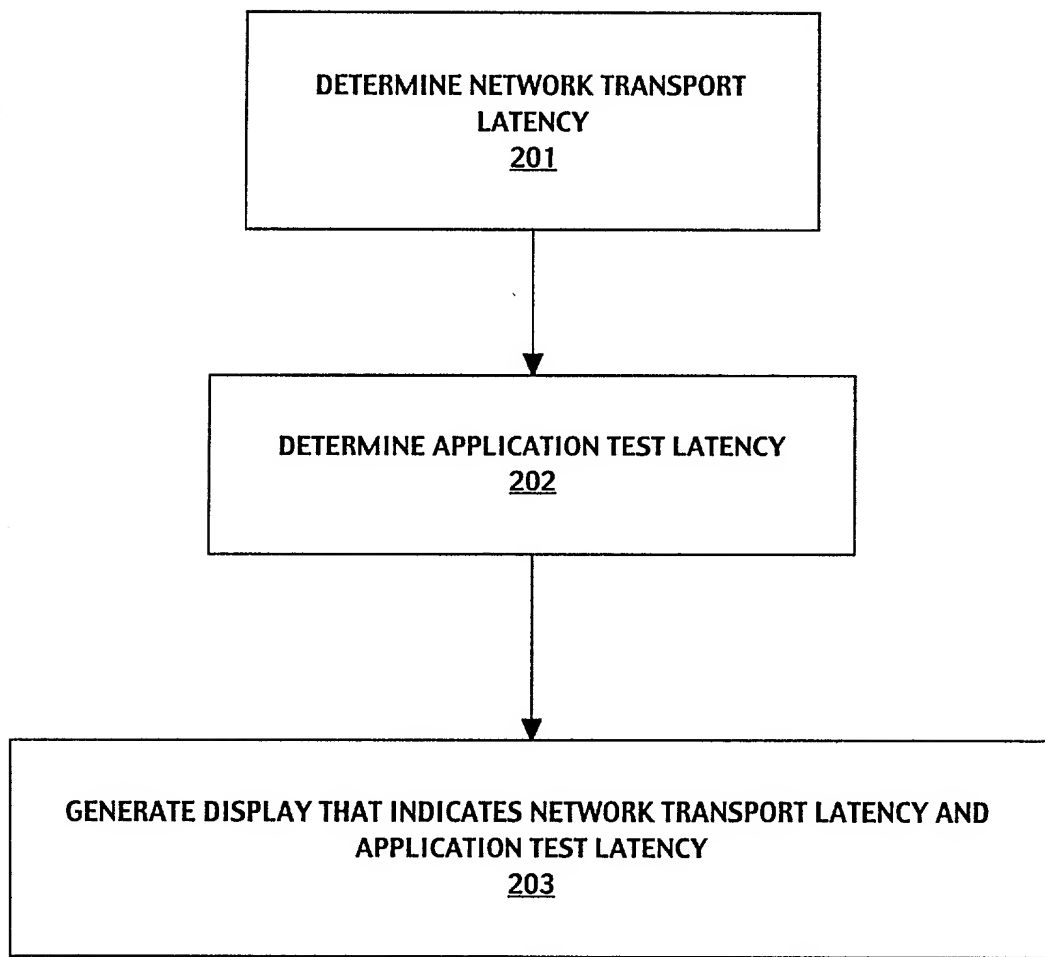
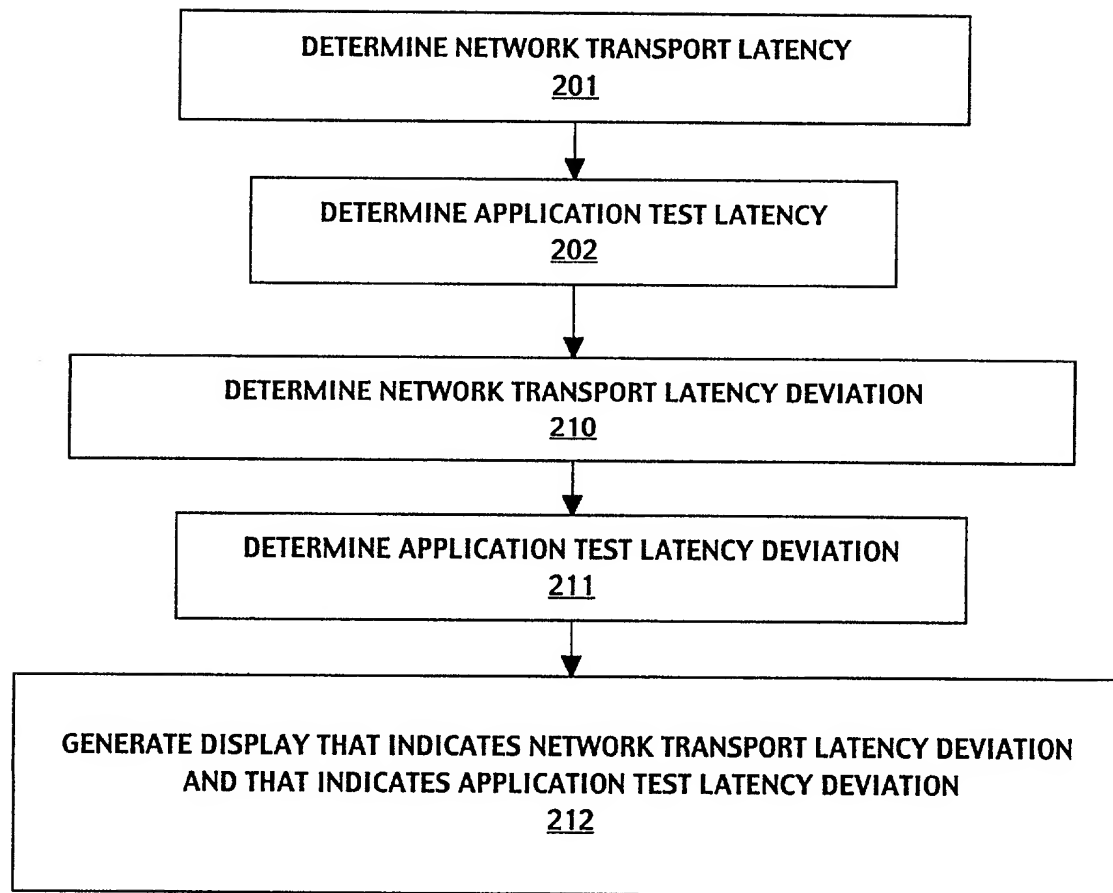


Figure 1



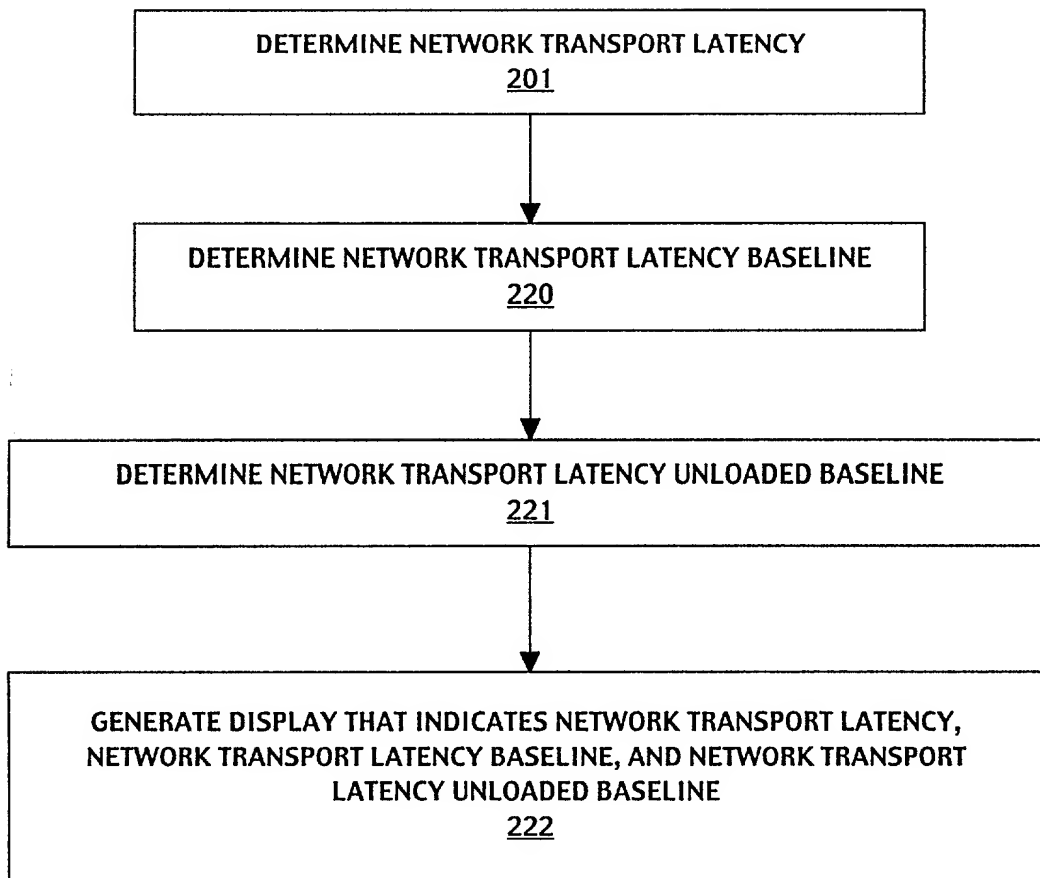
200a

FIG. 2A



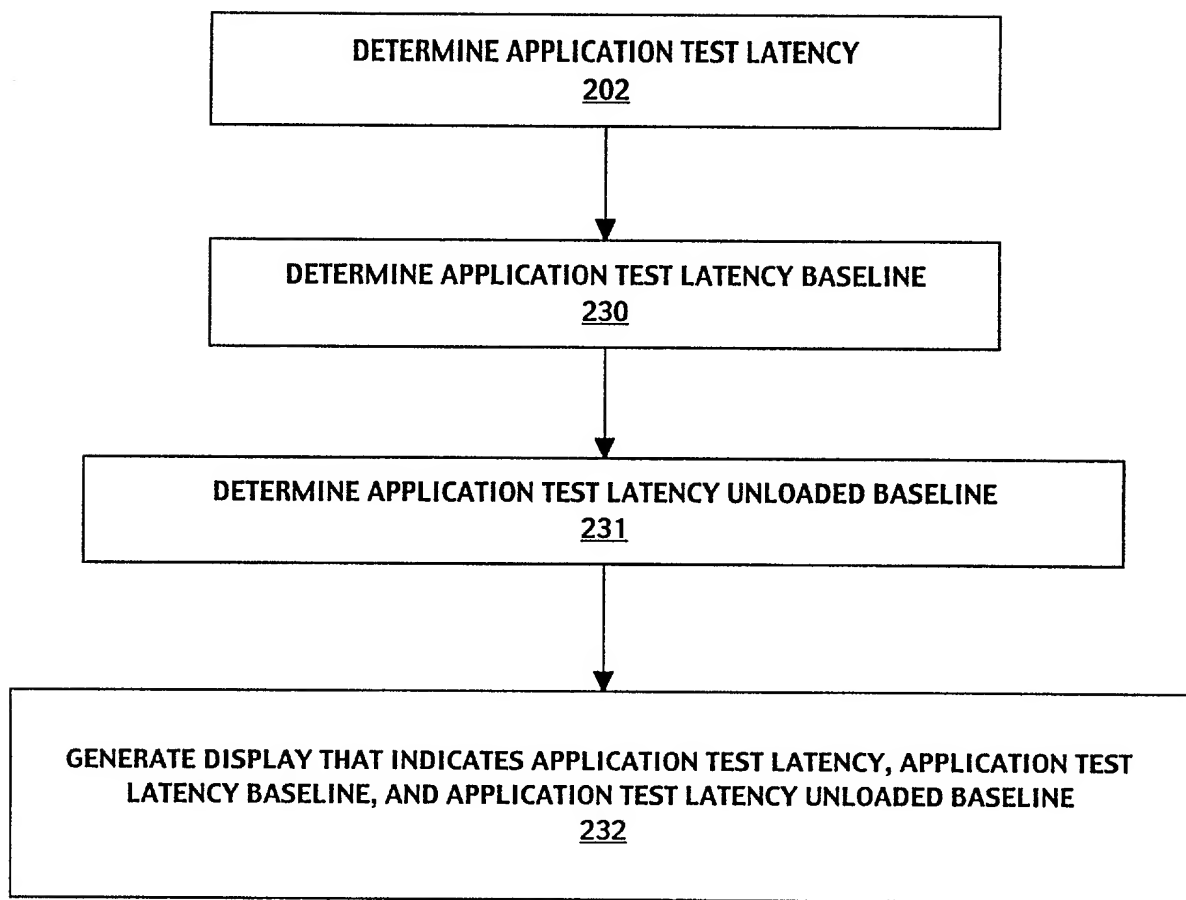
200b

FIG. 2B



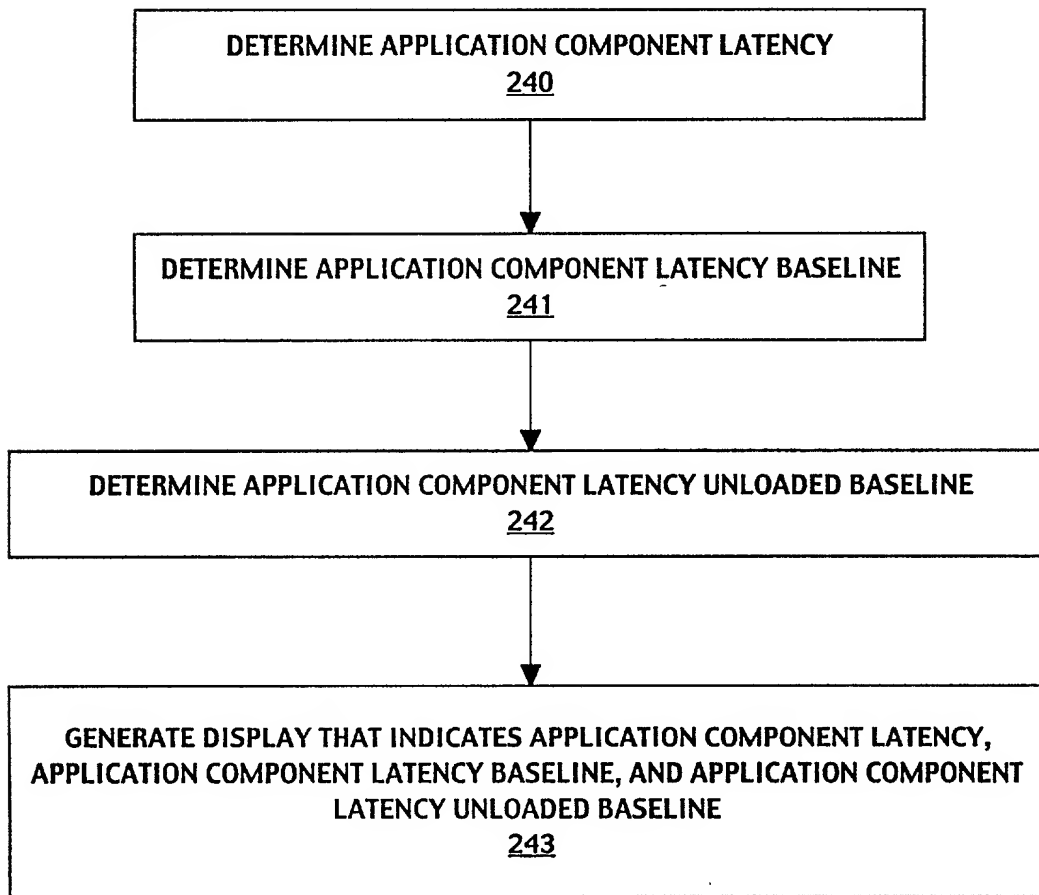
200c

FIG. 2C



200d

FIG. 2D



200e

FIG. 2E

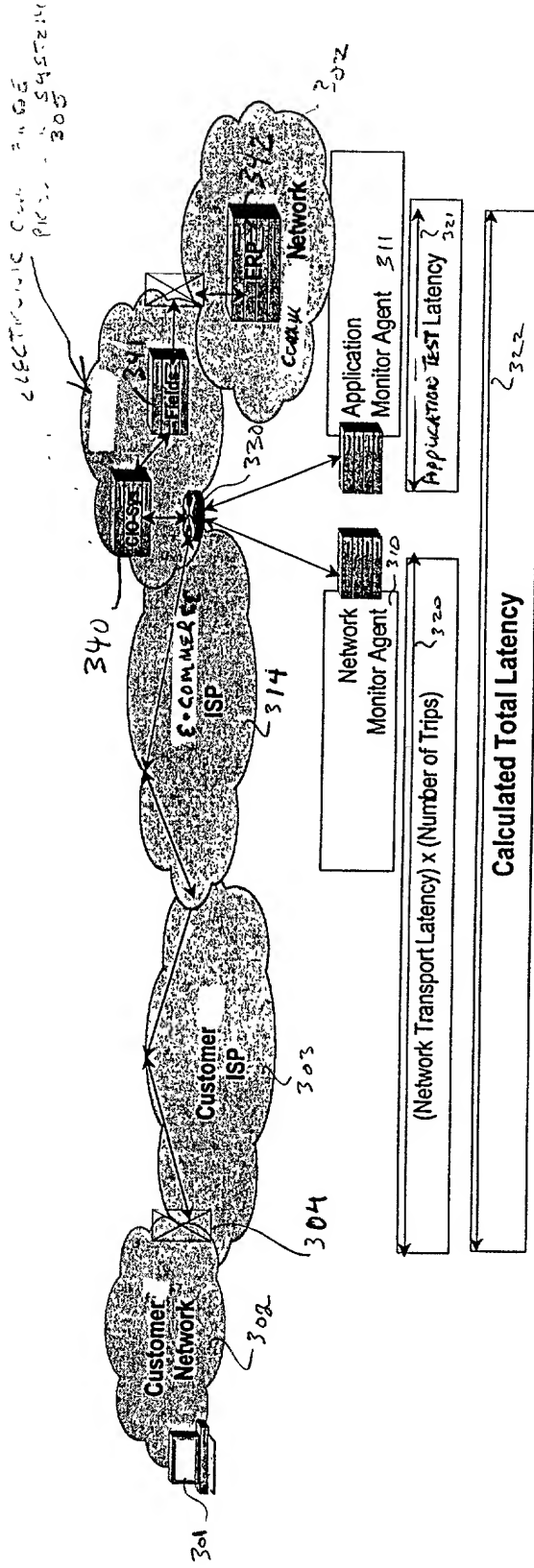


FIG. 3

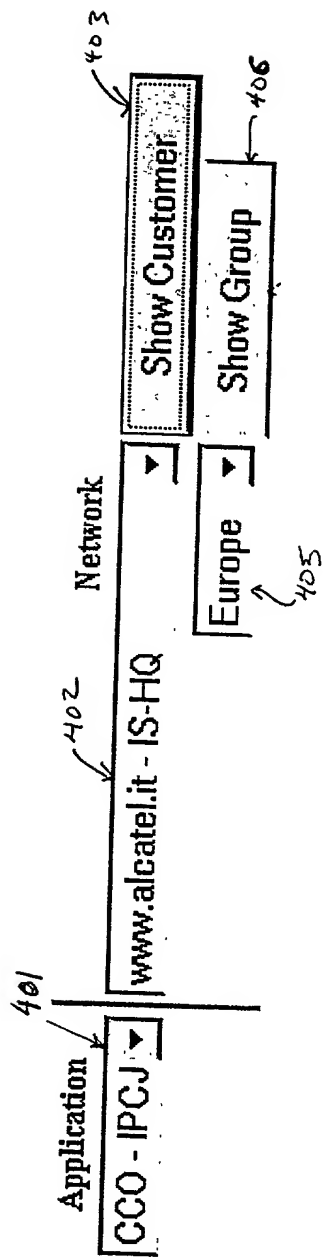
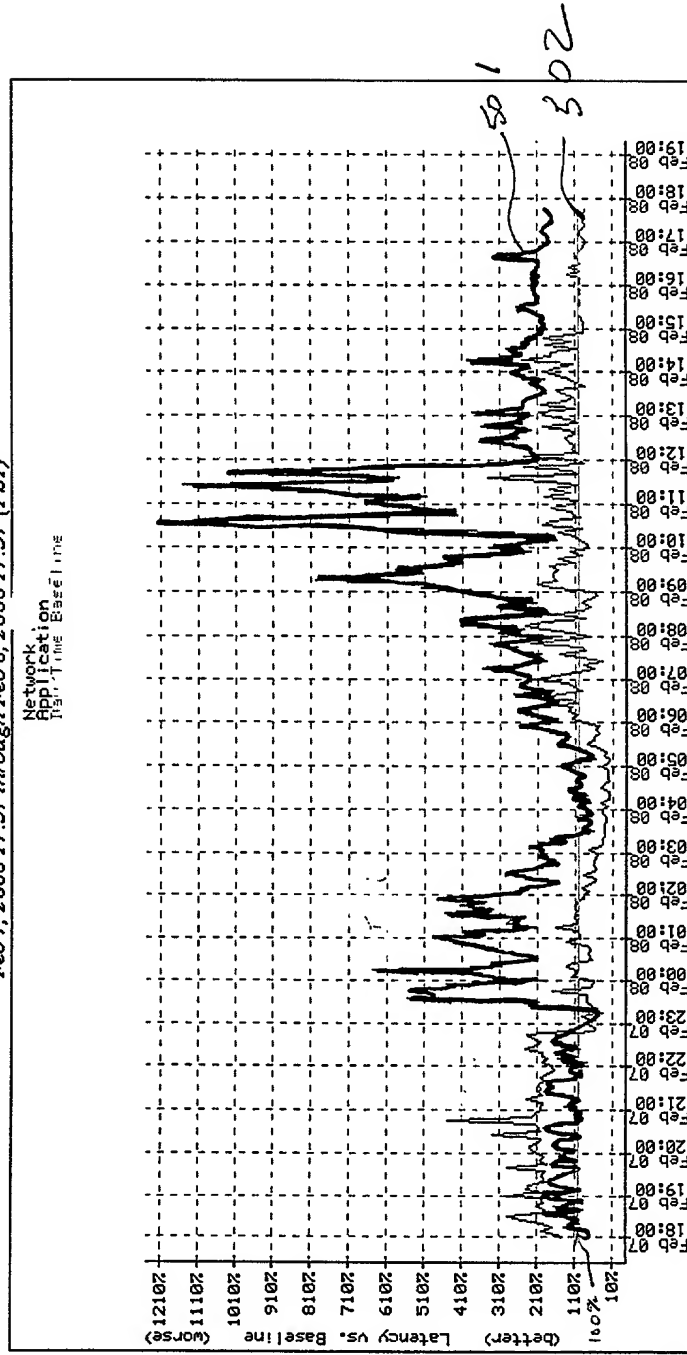


FIG. 4

End To End vs. Day/Time Baseline: 504 505 Change

Feb 7, 2000 17:57 through Feb 8, 2000 17:57 (PST)

Network
Application
Baseline



300

FIG.5

Network Latency: Last 24 Hours ▾ Change

Feb 7, 2000 18:09 through Feb 8, 2000 18:09 (PST)

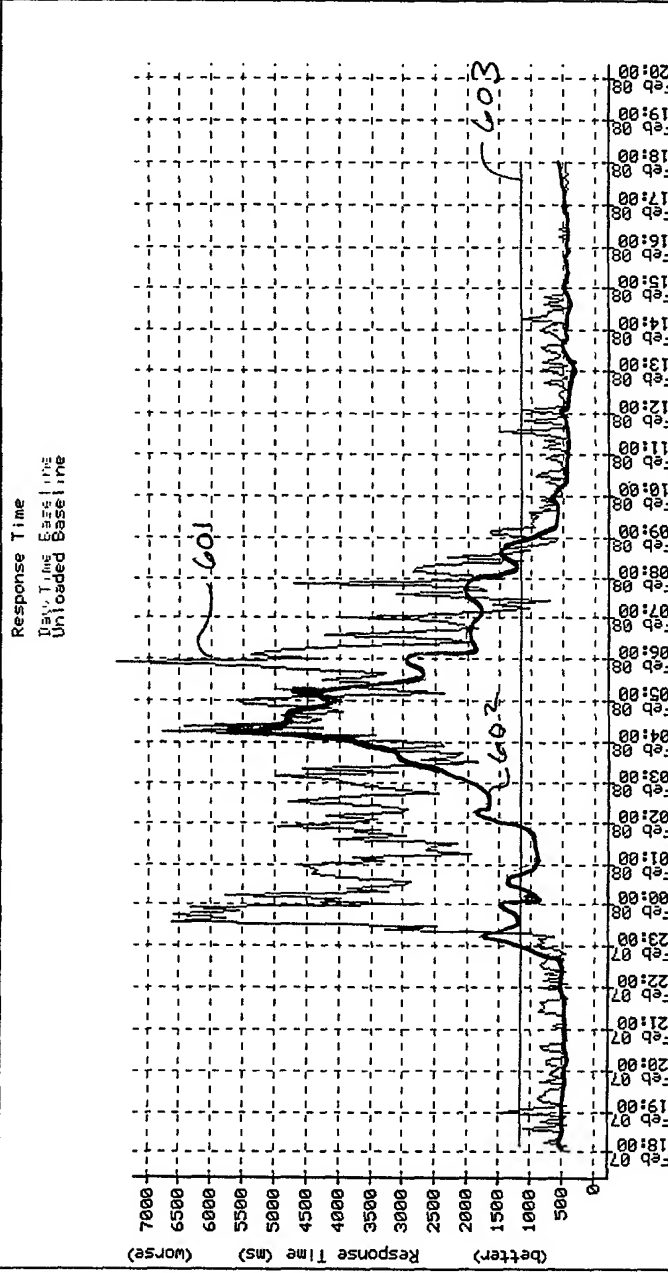


FIG. 6

Feb 7, 2000 18:20 through Feb 8, 2000 18:20 (PST)

Application Response Time: Last 24 Hours ▾ Change

Feb 7, 2000 18:20 through Feb 8, 2000 18:20 (PST)

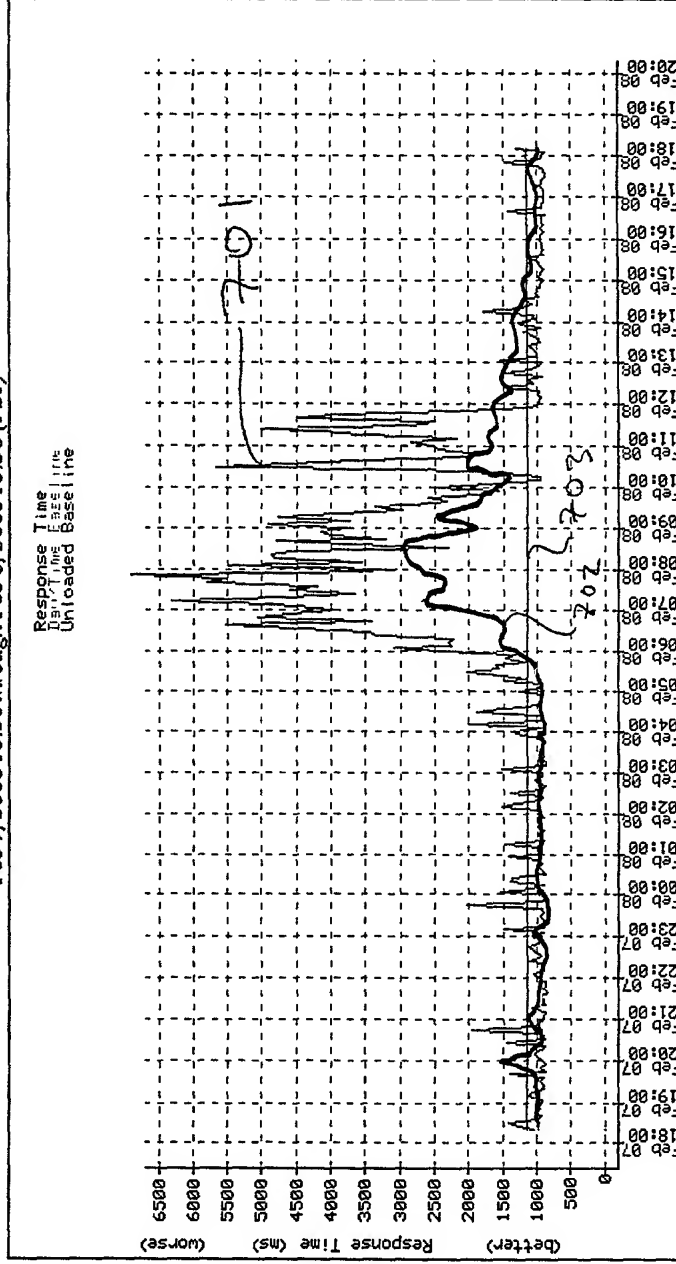


FIG. 7

700

[illegible]

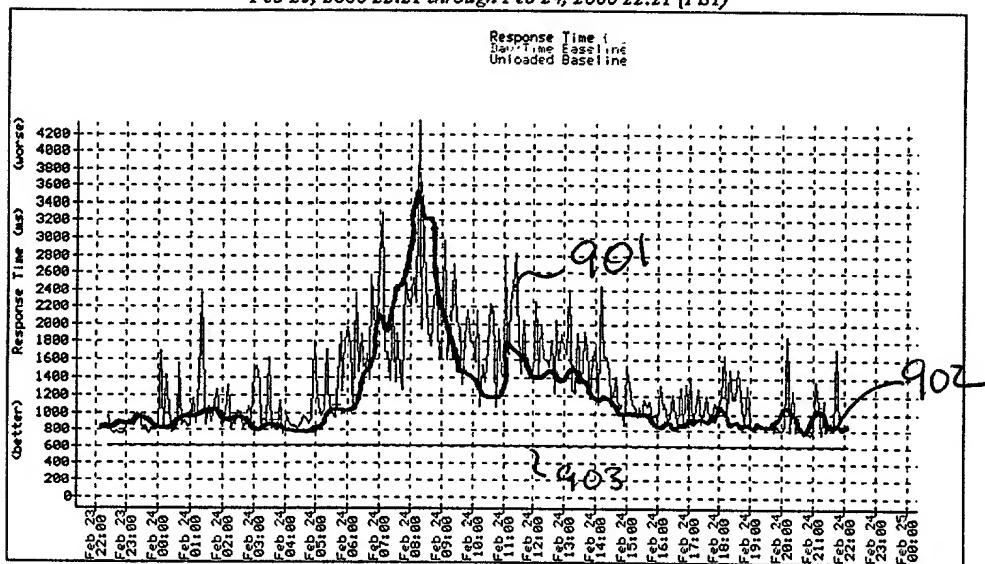
F168

1000464-11004

LoginApplication Component vs. Baseline: Last 24 Hours ☒ ☐ Change

904 905

Feb 23, 2000 22:21 through Feb 24, 2000 22:21 (PST)



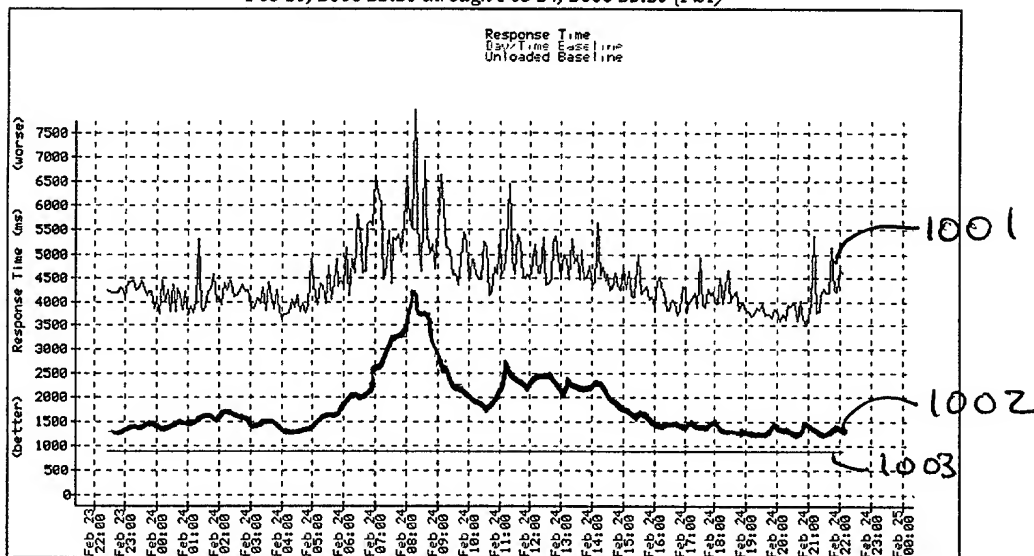
900

FIG. 9

1003 Feb 23 22:23

Order Application Component vs. Baseline: ☒ Last 24 Hours ☒ Changed ☐ 1004 1005

Feb 23, 2000 22:23 through Feb 24, 2000 22:23 (PST)

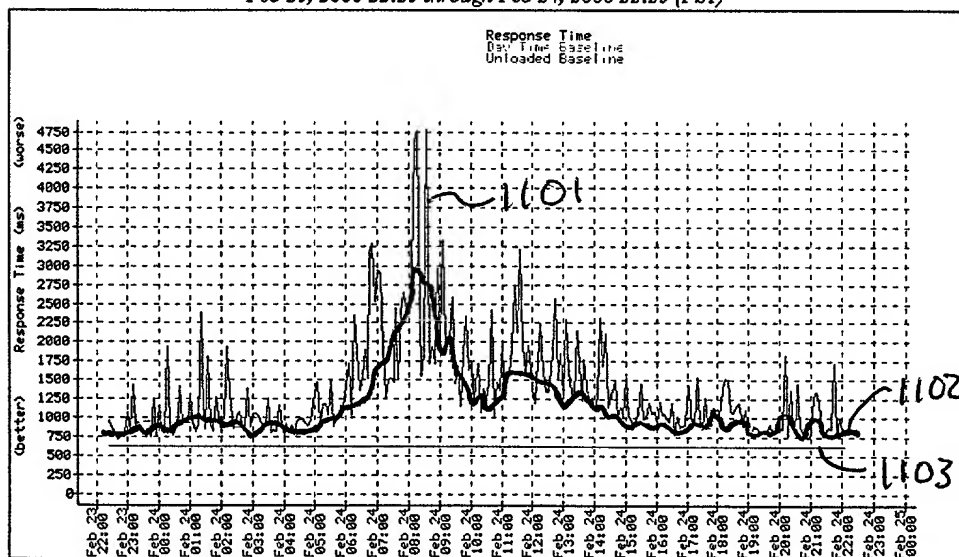


1000

FIG. 10

CONFIGURE Application Component vs. Baseline: ☒ Last 24 Hours ☒ Changed ☐ 1104 1105

Feb 23, 2000 22:23 through Feb 24, 2000 22:23 (PST)



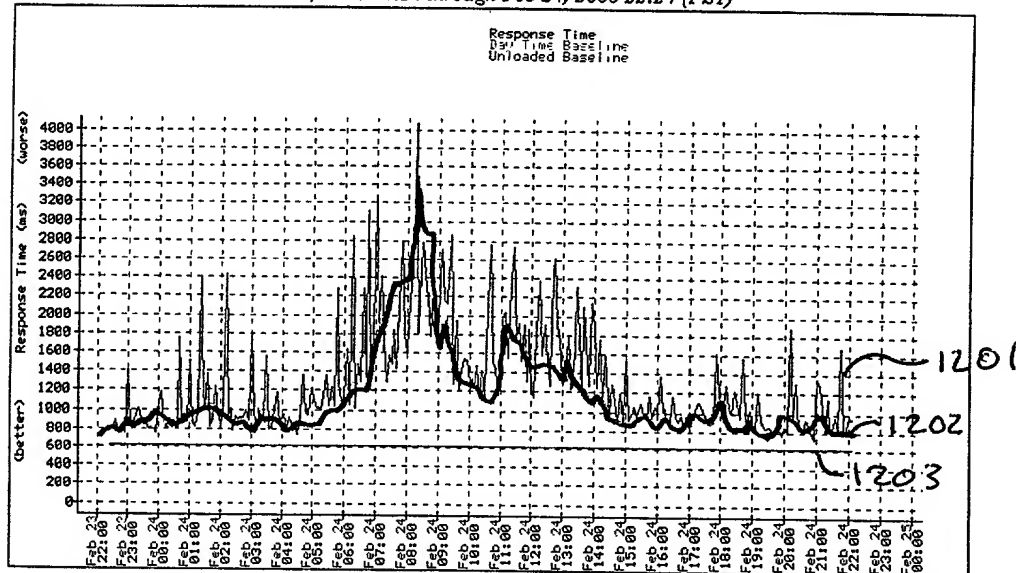
1100

FIG. 11

10007164-11004

HELP APPLICATION, Component vs. Baseline: Last 24 Hours ACKING

Feb 23, 2000 22:24 through Feb 24, 2000 22:24 (PST)



1200

FIG. 12